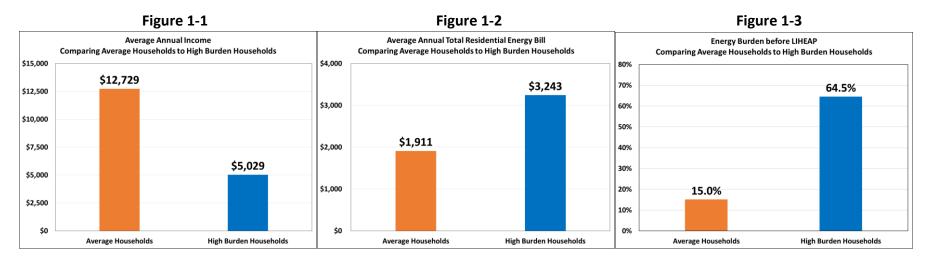
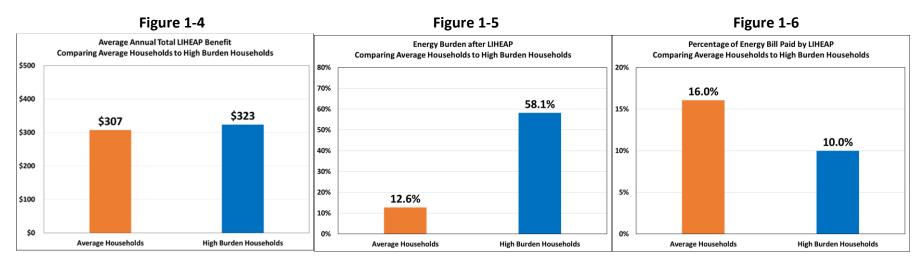
The charts on this page present key metrics comparing high burden recipient households to the average recipient household. The first three charts provide a summary of the average annual income, average annual total residential energy bill (main heating fuel bill and electric), and energy burden before LIHEAP for high burden recipient households and the average recipient household.



The second three charts below provide a summary of the average annual total LIHEAP benefit, energy burden after LIHEAP, and percentage reduction in energy burden due to receiving LIHEAP benefits, comparing high burden recipient households to the average recipient household.



Figures 2-1 combines data elements for the average energy bill (total and net) and benefit amount, and compares average LIHEAP recipient households (Section B of the PDF) with high burden LIHEAP recipient households (Section C of the PDF).

Figure 2-1

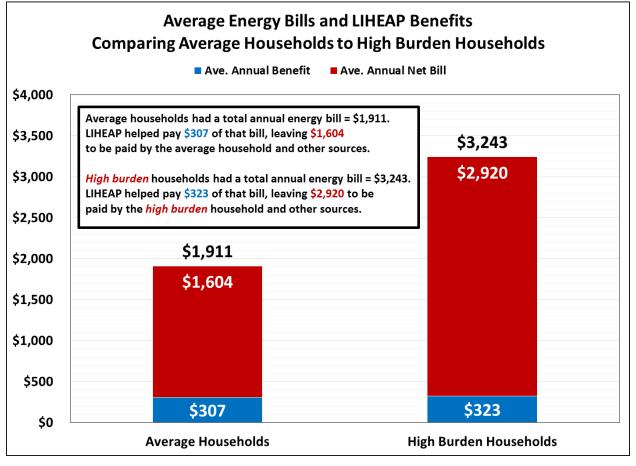


Figure 2-2 combines data elements for energy burden before LIHEAP, energy burden after LIHEAP, and percentage point reduction in energy burden resulting from the LIHEAP benefit, and compares average LIHEAP recipient households (Seciton B of the PDF) with high burden LIHEAP recipient households (Section C of the PDF).

**Energy Burden before and after LIHEAP Comparing Average Households to High Burden Households** ■ Post-LIHEAP Burden ■ Reduction in Energy Burden (percentage point) 80% 70% Before receiving LIHEAP, average households had an 64.5% energy burden = 15.0%. After receiving LIHEAP, average households had an energy burden of 12.6%, a 6.4% 60% reduction of 2.4 percentage points. 58.1% 50% Before receiving LIHEAP, high burden households had an energy burden = 64.5%. After receiving LIHEAP, high burden households had an energy burden of 58.1%, 40% a reduction of 6.4 percentage points. 30% 20% 15.0%

**High Burden Households** 

2.4%

12.6%

**Average Households** 

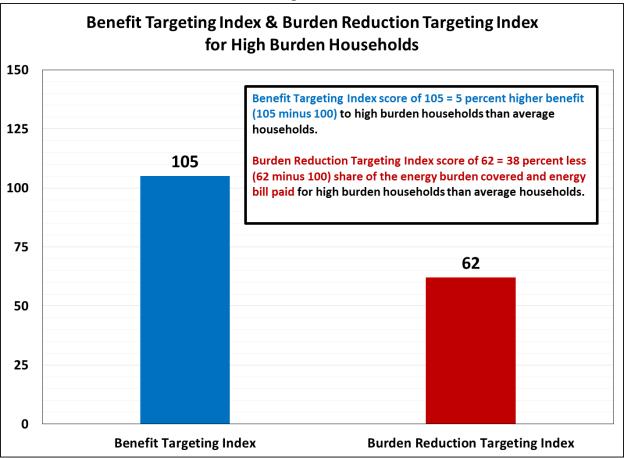
10%

0%

Figure 2-2

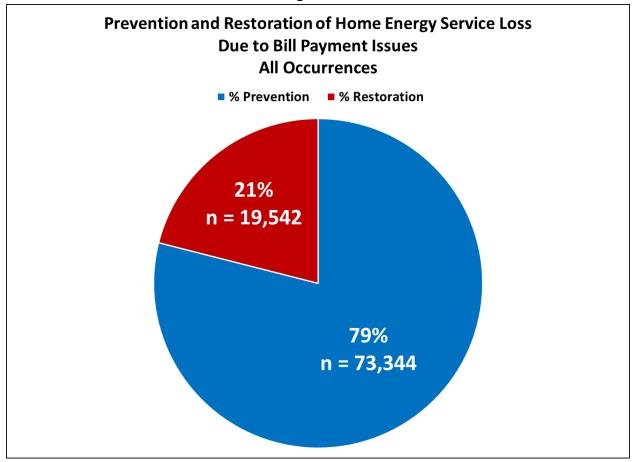
Figure 2-3 provides the Benefit Targeting Index and Burden Reduction Targeting Index for high burden households, plus a brief analysis of the results on these indexes.

Figure 2-3



The *Benefit Targeting Index* for high burden households tells whether, on average, high burden households receive higher benefits (score > 100) or lower benefits (score < 100) than average LIHEAP recipient households. The *Burden Reduction Targeting Index* tells whether, on average, high burden households have a greater share of their energy burden covered and energy bill paid by LIHEAP (score > 100) or lesser share of their energy burden covered and energy bill paid by LIHEAP (score < 100) than average LIHEAP recipient households.

Figure 3-1



In FY 2016, LIHEAP assistance helped prevent or restore 92,886 total occurrences of home energy service loss resulting from bill payment issues.\* About <u>79 percent (73,344) were prevented</u> from losing home energy service, while about <u>21 percent (19,542) experienced home energy service loss and were restored</u>.

\*Prevention of home energy service loss due to bill payment issues refers to all occurrences of LIHEAP recipient households who had a past due notice or utility disconnect notice (electricity, natural gas) or were at imminent risk of running out of fuel (propane, other fuels). Restoration of home energy service loss due to bill payment issues refers to all occurrences of LIHEAP recipient household whose energy service was restored after a disconnection (electricity, natural gas) or fuel was delivered to a home that ran out of fuel (propane, other fuels).